



Administrative Policies and Procedures: 29.12

Subject:	Contingency and Business Resumption Planning
Authority:	TCA 37-5-106
Standards:	None

Policy Statement:

Each Department of Children's Services Central Office Division, Regional Office, Field Office and DCS Facility shall develop a written Contingency/Business Resumption Plan (BRP) to manage safety and **emergency situations**, limit operational disruption and resume operations in a reasonable time period.

Purpose:

To ensure that BRP plans are developed that provides guidelines for safety and information to survive emergency situations and enable re-establishment of normal business operations. The key objectives of the DCS Contingency/BRP are to:

- ◆ Provide for the safety and well-being of the public, children/families and employees at the time of an emergency or disaster;
- ◆ Continue critical/essential business operations;
- ◆ Minimize the duration of a serious disruption to operations and resources;
- ◆ Minimize immediate damage and losses;
- ◆ Establish management succession and emergency powers;
- ◆ Facilitate effective coordination of recovery tasks;
- ◆ Reduce the complexity of the recovery effort; and
- ◆ Identify critical lines of business and supporting functions.

Procedures:

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| A. Development of written Contingency/Business Resumption Plan | <ol style="list-style-type: none">1. Each DCS Executive Director and Regional Administrator or their designees will be responsible for the development of Contingency/BRP Plans for their offices and facilities for implementation in the event of emergency situations.2. Development of contingency and business resumption planning <u>specific</u> to DCS Youth Development Centers and DCS Group Homes will be in accordance with DCS policy <u>29.5, Contingency Plans for Youth Development Centers and DCS Group Homes</u>. Copies of each DCS Facilities plan will also be maintained in the Departmental Contingency/BRP Plan. |
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	<ol style="list-style-type: none"> 3. Each office/facility may designate an employee as the <i>Contingency/BRP Coordinator</i> who will be responsible for maintaining the plan for their respective office/facility. 4. The name of the designated employee must be submitted to the Central Office BRP Coordinator. 5. Responsibilities of the designated <i>BRP Coordinator</i> may include, but are not limited to: <ol style="list-style-type: none"> a) Creating and/or revising the Contingency/BRP <u>annually or as frequently as necessary</u> as functions and personnel changes occur. Updated plans must be submitted to the DCS BRP Coordinator in Research and Development by August 1. Any revisions made (i.e., addition or deletion of employees; change in office location or address, etc.) to keep the Plan currently updated must also be sent to the DCS BRP Coordinator. b) Coordinating emergency planning and preparedness activities with local management and employees, state and governmental authorities and emergency responders. c) Providing access to or a copy of the Contingency/BRP and building safety and emergency plans to all employees. d) Testing the effectiveness of the Contingency/BRP by conducting one of the following exercises to identify errors or omissions in the plan: <ol style="list-style-type: none"> ◆ Structured Table Top Discussion - A verbal table-top discussion/meeting to discuss the plan and its effectiveness and to identify errors or omissions and revise accordingly. ◆ Structured Walk Through Role-playing Exercise – A role-playing exercise with staff. An emergency scenario is fictitiously created to test the plan's effectiveness and to identify errors or omissions and revise accordingly. e) The results of the table-top or walk-through exercises must be documented as outlined in Section D and corrective actions implemented (if needed) to improve proficiency in executing the plan. f) Coordination with the Regional Training Coordinators on facilitating training activities that includes, but not limited to: <ol style="list-style-type: none"> a) Training needs; b) Scheduling and coordinating training activities; and c) Documentation and monitoring of training activities
B. Plan content	<ol style="list-style-type: none"> 1. The Contingency/BRP Plan will be written as outlined in the DCS Contingency/Business Resumption Plan document format available on the DCS Intranet/DCS Forms. 2. Each Contingency/BRP must address the following items (<i>review the DCS Contingency/Business Resumption Plan for <u>specific</u> instructions on completion of items below</i>):

	<ul style="list-style-type: none"> a) Agency identifying information; b) Temporary primary and secondary work site information (address, phone numbers); c) A description of general business functions; d) Emergency contact information (<u>local</u> police department, fire department, local utilities; emergency ambulance service, key DCS personnel contact information, etc.); e) Contact information on all employees, volunteers, temporary employees, student interns; f) Emergency management team contact information (<i>These are individuals within each office or facility authorized to declare a disaster and activate the contingency/ BRP for a business function. The purpose of this team is to provide immediate and ongoing coordination of the contingency and recovery processes during an interruption in service.</i>); g) Call tree diagram; h) A description of: <ul style="list-style-type: none"> ◆ Critical/essential tasks and procedures for completing the tasks; ◆ Team leader responsible for each task; ◆ Continuation strategy; ◆ The frequency that the task is performed and it's <i>Maximum Outage Time</i> (MOT) before the task must be restored. j) A floor plan of Primary and Secondary Temporary Office locations with specific instructions on who will report to the designated locations; may also include specific street directions and/or maps.
C. Training	<ol style="list-style-type: none"> 1. Each DCS Executive Director, Director, Regional Administrator and DCS Group Home Supervisor must ensure that a copy, or access to a copy of the applicable Contingency/BRP and made available to all employees. 2. Existing employees must have access to a copy of the Contingency/BRP and be provided emergency preparedness awareness information and training at least annually. 3. New employees must receive a copy of the Contingency/BRP during new employee orientation. Training for new employees should be scheduled at the next scheduled emergency preparedness training activity and at least annually thereafter. 4. DCS employees must also receive a copy of office safety and emergency plans <u>specific</u> to their <u>work site</u> as outlined in DCS policy 29.4, Regional and Field Office Safety and Emergency Plans. 5. Each employee shall confirm in writing by signature on form CS-0479, Acknowledgment/Verification of Policy Understanding that they have received a copy or access to and have read and understand their specific

	<p>Contingency/BRP and safety and emergency procedures.</p> <p>6. In addition to “table-top” discussions and “walk-through” role-playing activities, emergency management training can be accessed through the FEMA Website via http://www.fema.gov/about/training/emergency.shtm. This training offers a wide variety of courses and is free of charge. At the end of study course a <i>Certificate of Achievement</i> will be awarded to the participant. This certificate must be submitted to the Supervisor or designee for submission to DCS Training Division to document proof of training and to receive training credit.</p> <p>7. Local Emergency Preparedness Personnel, Emergency Responder Personnel or TEMA Representatives may facilitate training sessions and/or facilitate “table-top” discussions and “walk-through” role-playing activities on how to respond to medical threats and emergencies to include, but not be limited to the following:</p> <ul style="list-style-type: none"> a) Individual roles and responsibilities (check lists may be prepared for each responsibility and all procedures); b) Introduction to local evacuation procedures and floor plans; c) Assessment of risk and safety; d) Emergency response procedures; e) Coordination with local medical, mental health, law enforcement and other professionals; and f) Implementation of health and safety procedures.
<p>D. Documentation of emergency response awareness training</p>	<p>1. All types of training activities must be documented that include:</p> <ul style="list-style-type: none"> a) Table Top Discussions; b) Walk-through Role Playing exercises; c) Training conducted by Local Emergency Preparedness Personnel, Emergency Responder Personnel or TEMA Representatives; d) Training accessed via TEMA Website; and e) Other training activities for the purpose of safety and emergency preparedness awareness <p>2. Documentation of training must be submitted to the Division of Training and Staff Development in memo format and must include:</p> <ul style="list-style-type: none"> a) Name of Region/Facility/ Office; b) Name of person and/or Agency conducting exercise; c) Date of training; d) List of employees attending training session and their Groupwise Employee Identification number (copies of CS-0479, Acknowledgment/ Verification of Policy Understanding form may be attached to this memo);

	<ul style="list-style-type: none">e) Description of training or test exercise incident or scenario;f) Results and evaluation;g) Corrective action steps, if any;h) Signature of office or facility manager; andi) Copy of Certificate of achievement for individuals that completed the TEMA Independent Courses via the Internet. <ul style="list-style-type: none">2. Original copies of all employees training documentation must be submitted to the DCS Training and Staff Development Division.3. One copy of all training documentation must be maintained on file at the employee's worksite.
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Forms:	<u>CS-0479, Verification of Policy Understanding</u>
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Collateral Documents:	<u>DCS Contingency and Business Resumption Plan Instructions and Format</u>
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